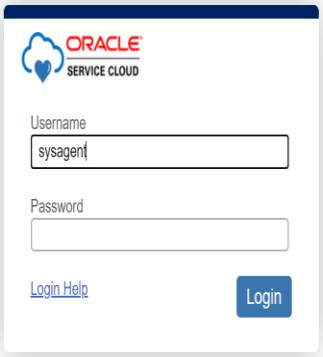
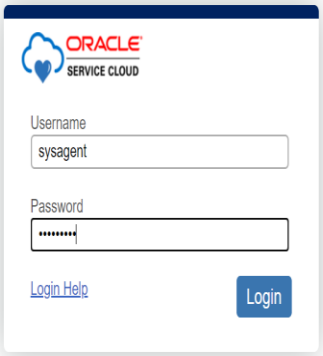
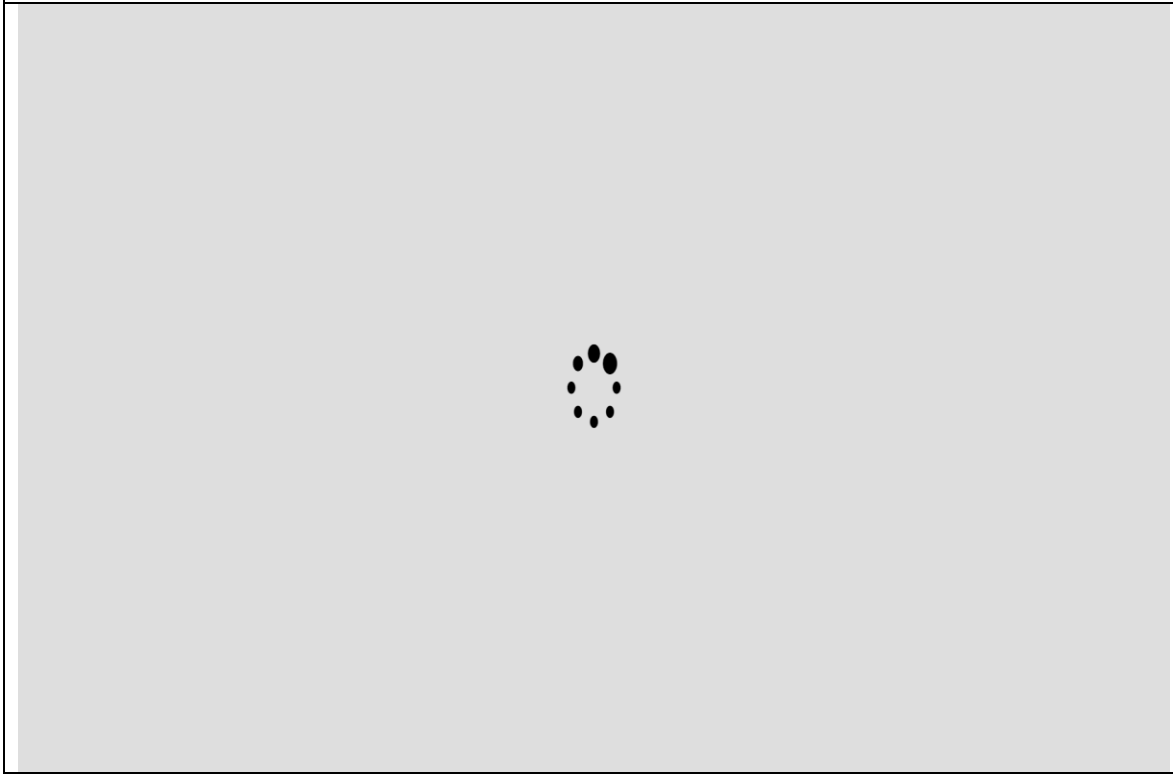
IBMhq Test Case Execution Report

Test Case Name:Send Response - 1
Requirement Name: CX
Execution Start Time:2020-08-02 19-44-10

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
24	23	1	Fail	1

Step No:1
Step Description: Enter sysagent in USERNAME
Expected Result: sysagent should be entered in USERNAME
Actual Result: The Element: USERNAME is set with text: sysagent
Status: Pass


Step No:2
Step Description: Enter *** in PASSWORD
Expected Result: *** should be entered in PASSWORD
Actual Result: The Element: PASSWORD is set with text: Agent1234
Status: Pass


Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


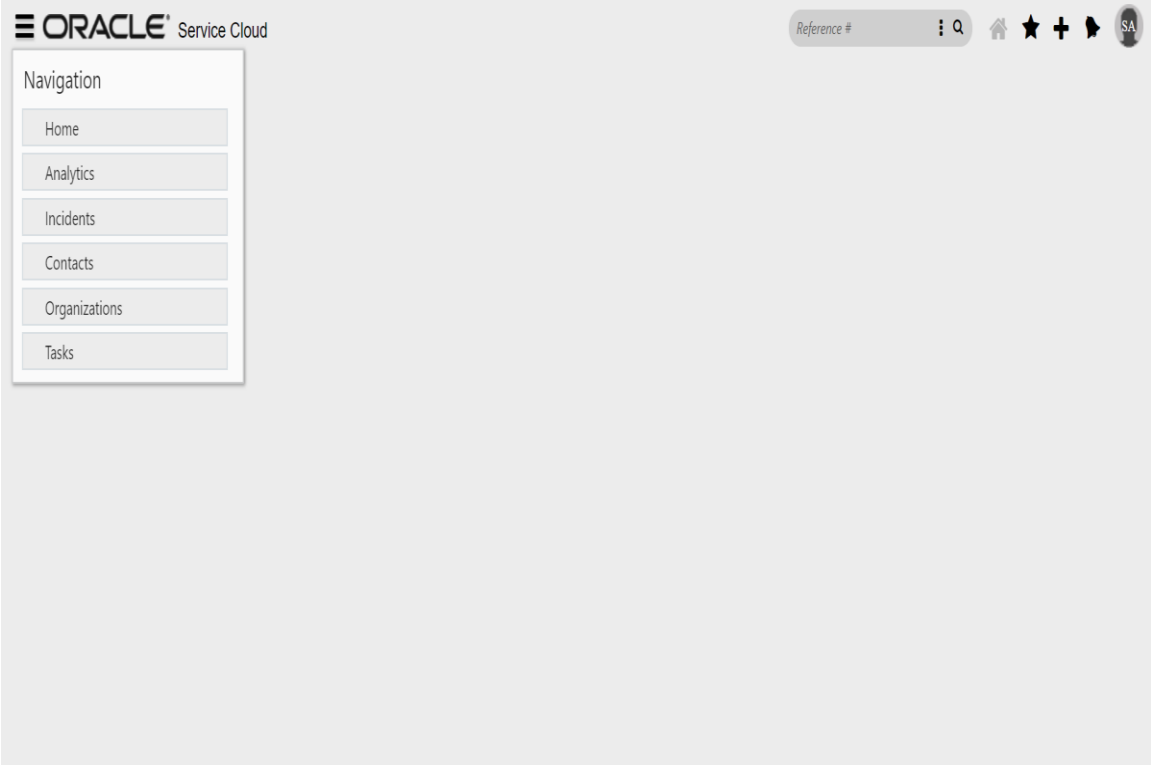
Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



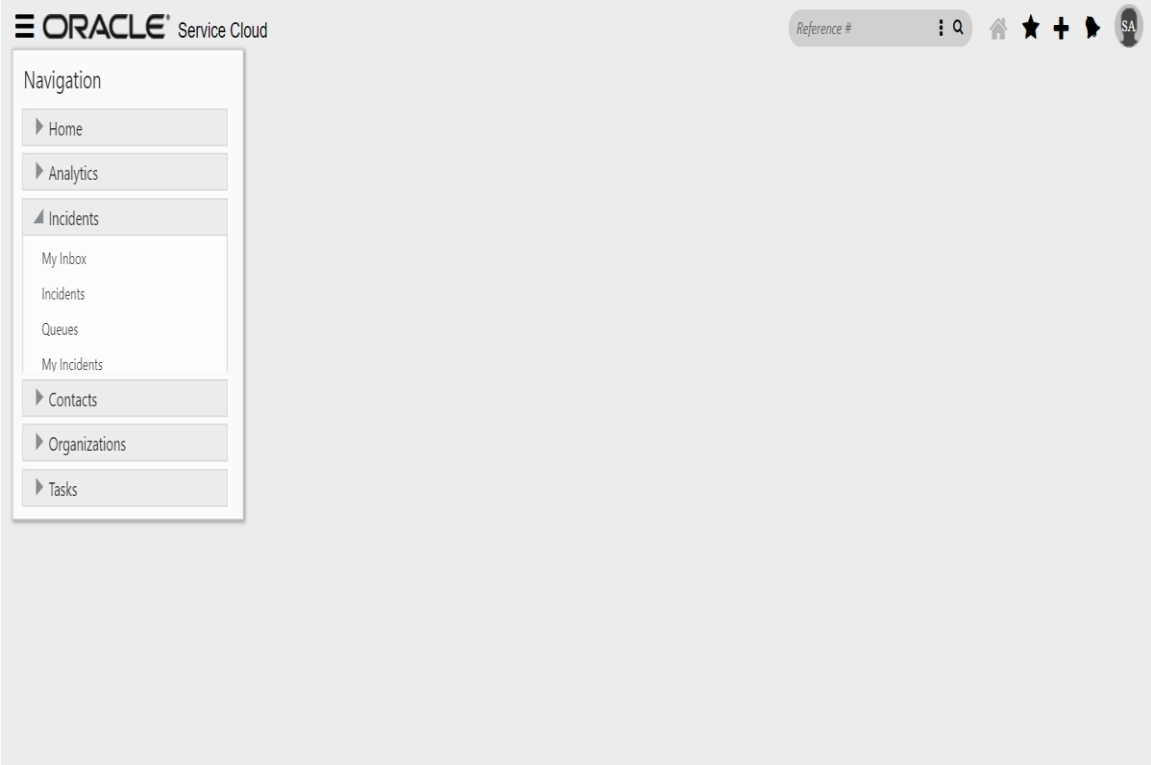
Step No:5

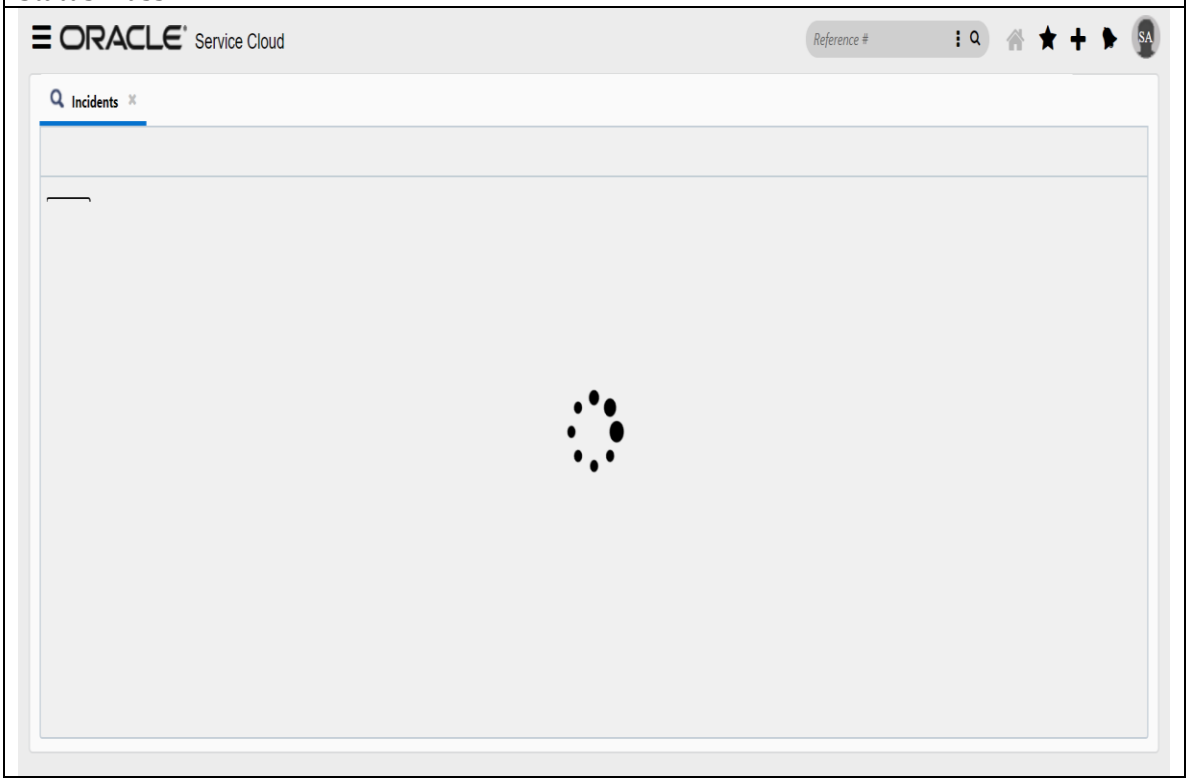
Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6
Step Description: Click on Search
Expected Result: Seach the incident
Actual Result: The Element: ClickSearch is clicked
Status: Pass


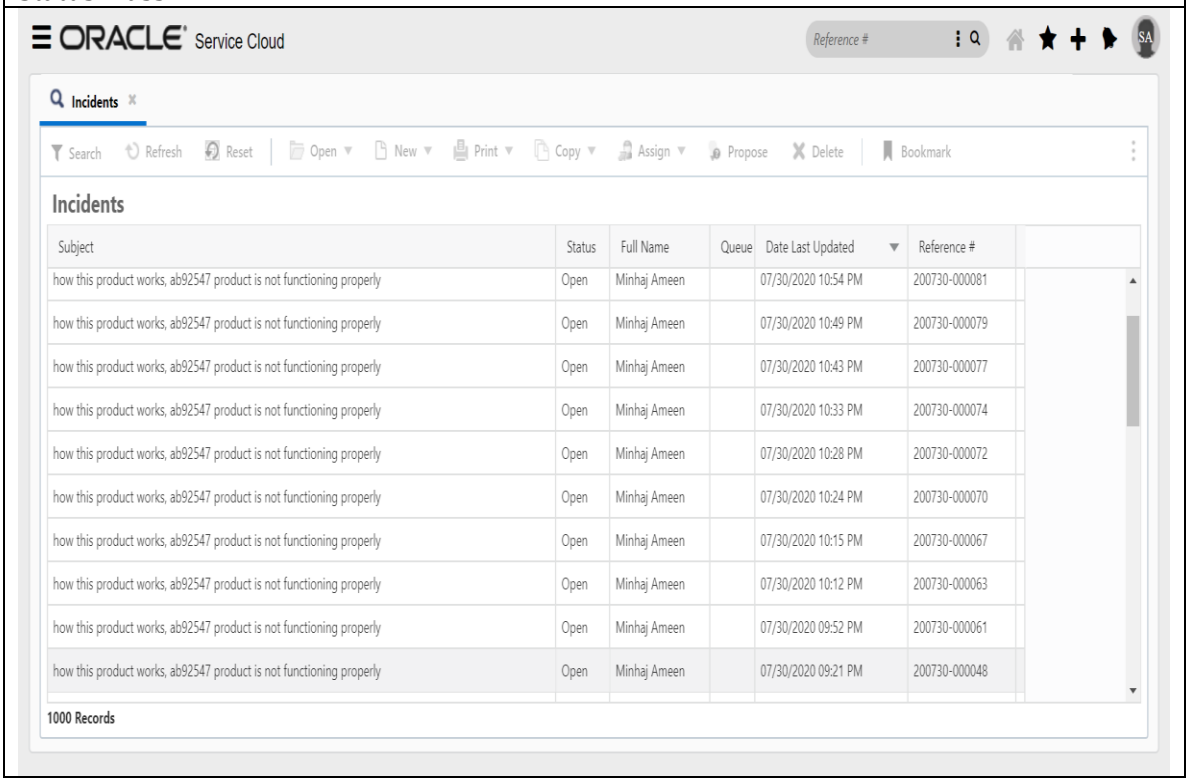
Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass



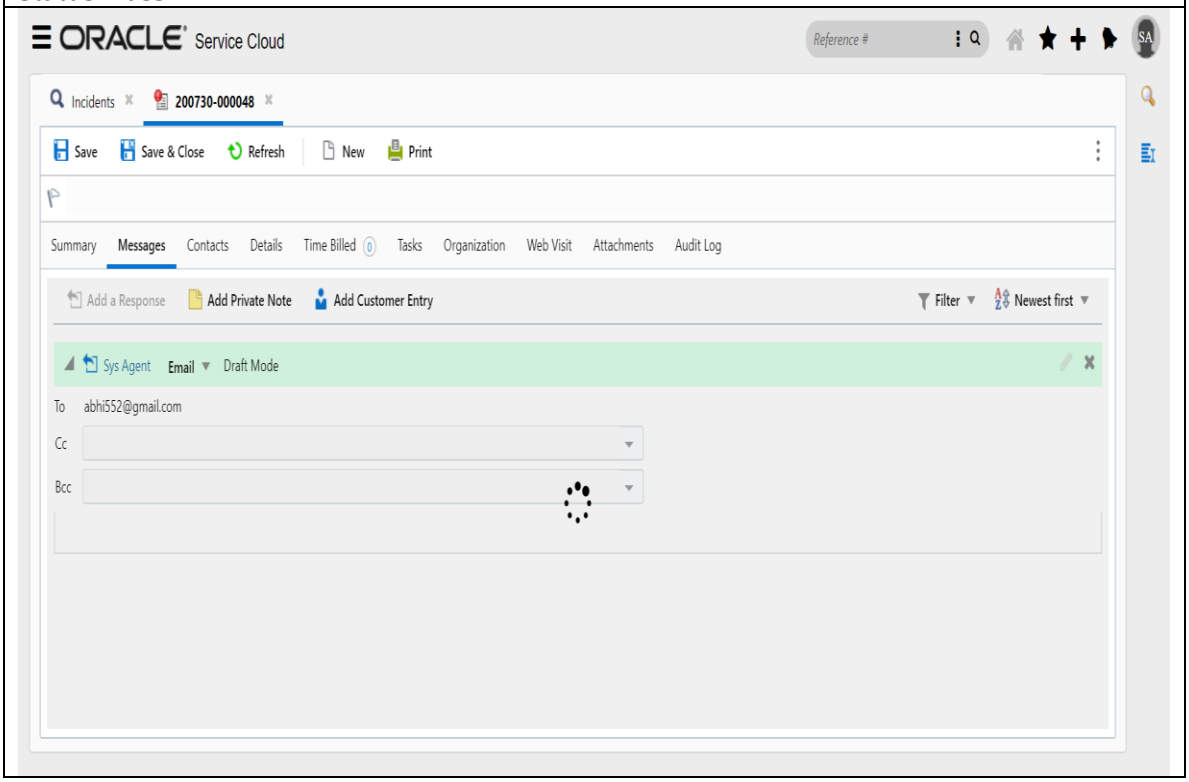
Step No:8

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass



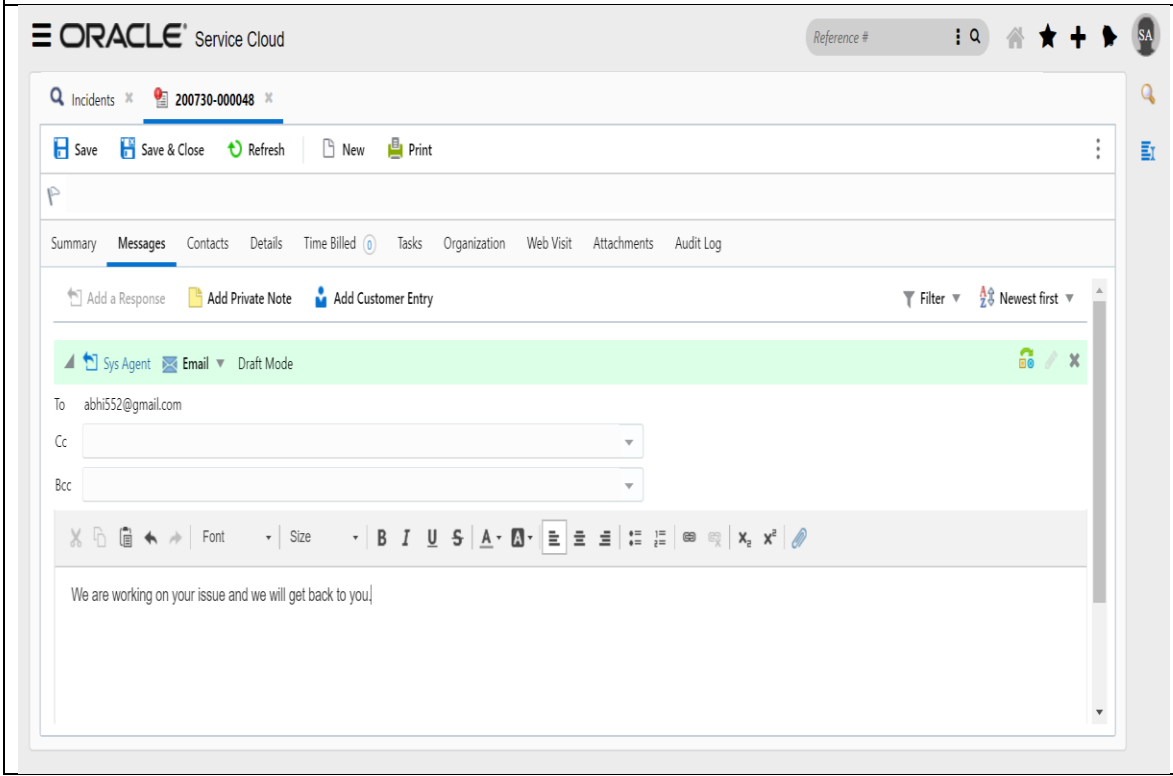
Step No:9

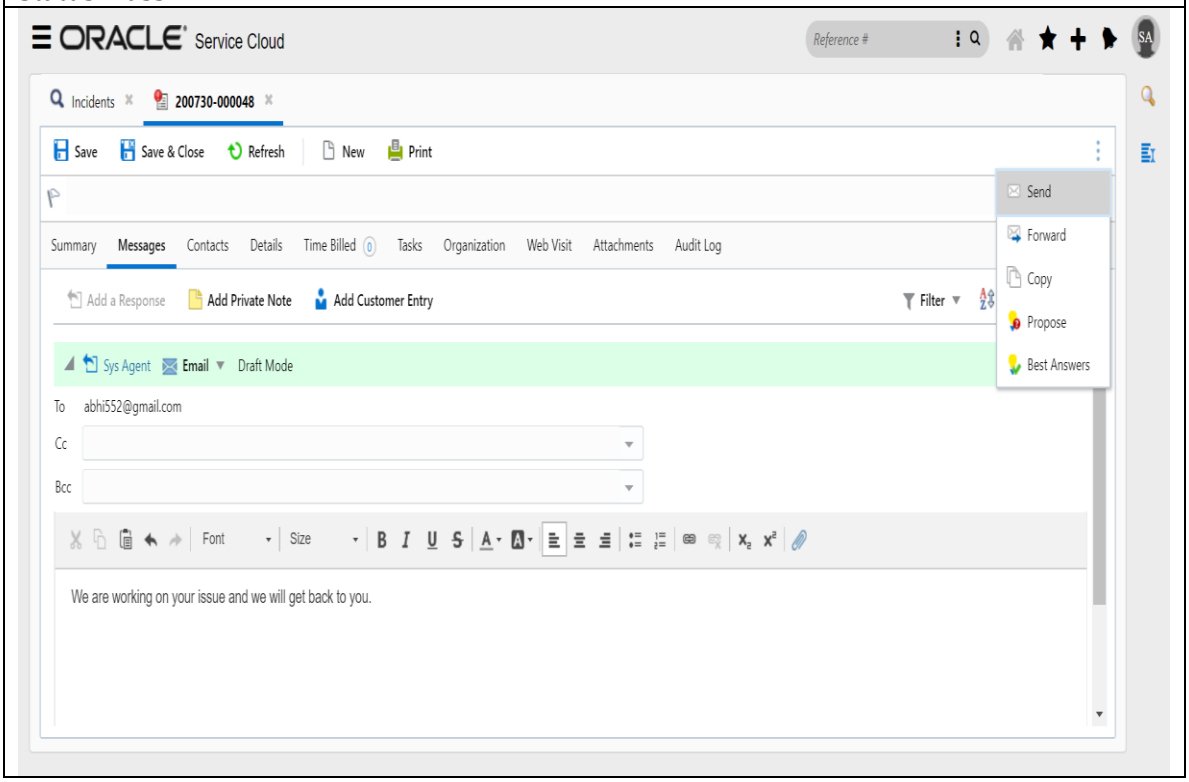
Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass



Step No:10
Step Description: Click on Menu
Expected Result: Click on Menu
Actual Result: The Element: ClickMenu2 is clicked
Status: Pass


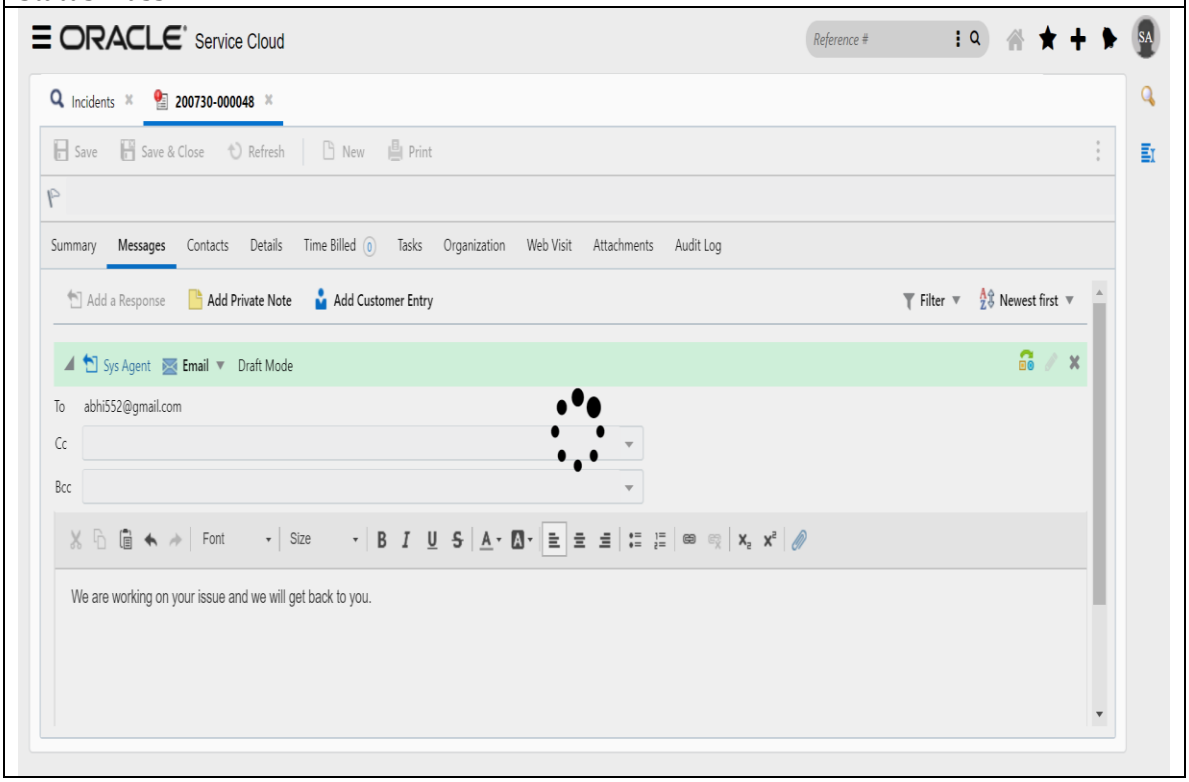
Step No:11

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass



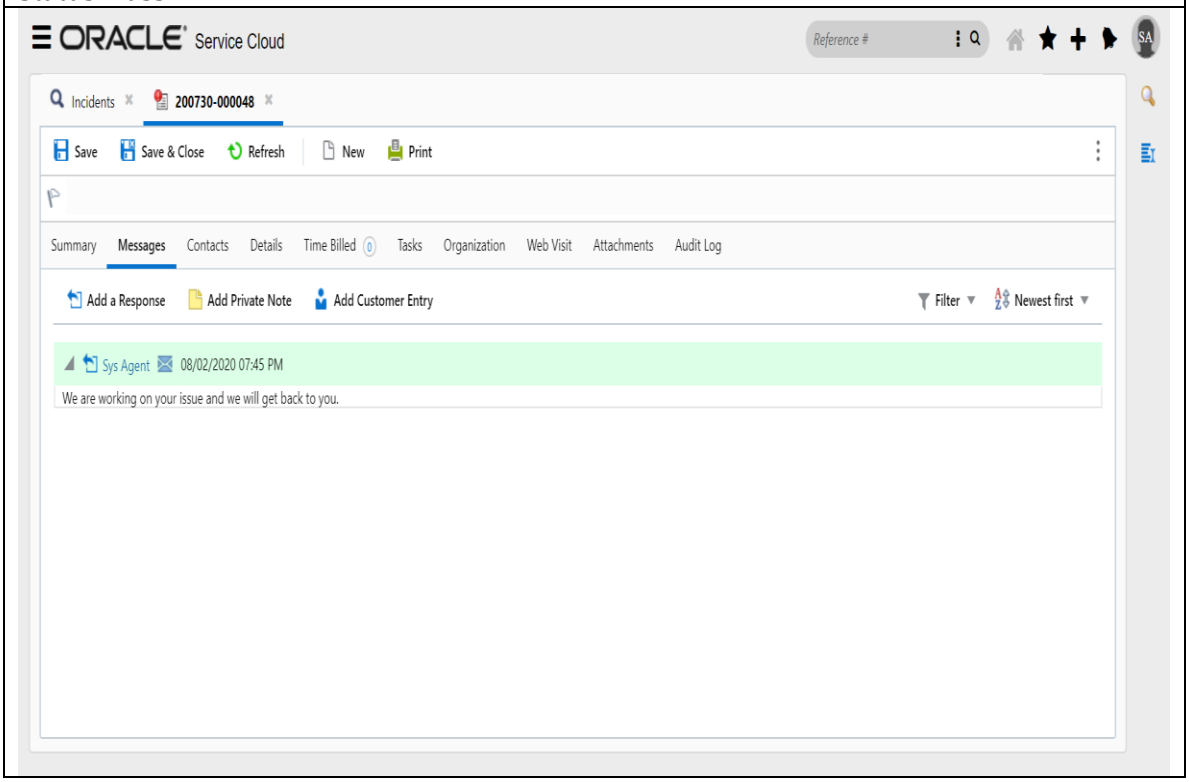
Step No:12

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

Status: Pass



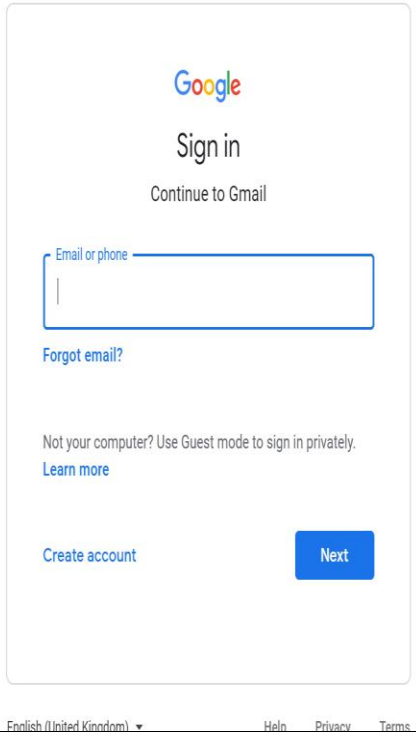
Step No:13

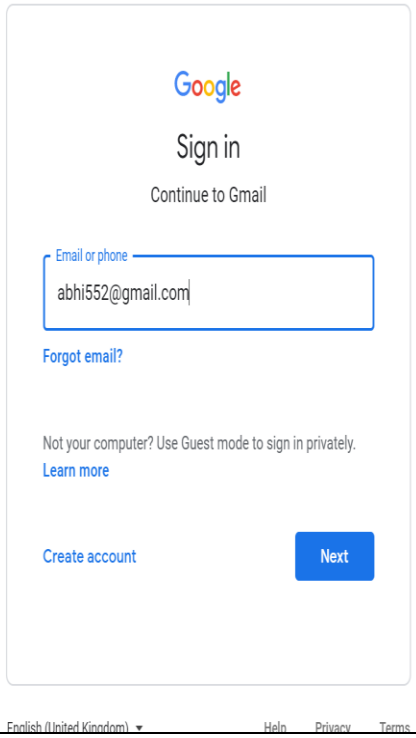
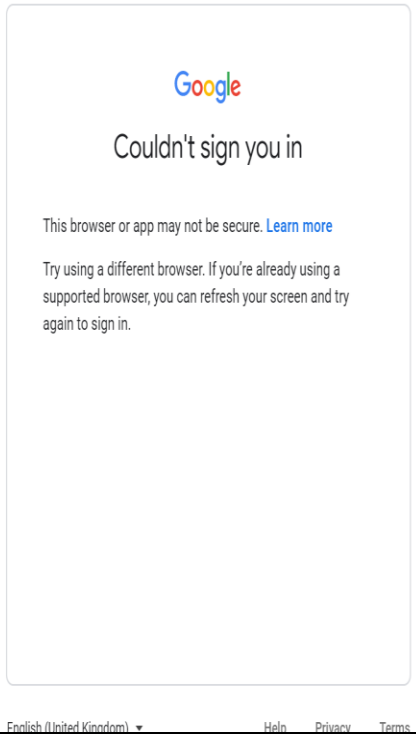
Step Description: Open Gmail Client

Expected Result: Open Gmail Client

Actual Result: The URL: https://mail.google.com/ is launched in the browser: Chrome successfully

Status: Pass



Step No:14
Step Description: Enter Username for Gmail
Expected Result: Enter Username for Gmail
Actual Result: The Element: USERNAME1 is set with text: abhi552@gmail.com
Status: Pass


Step No:15
Step Description: Enter Password for Gmail
Expected Result: Enter Password for Gmail
Actual Result: The Element: PASSWORD1 doesn't exist
Status: Fail